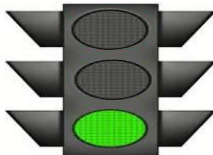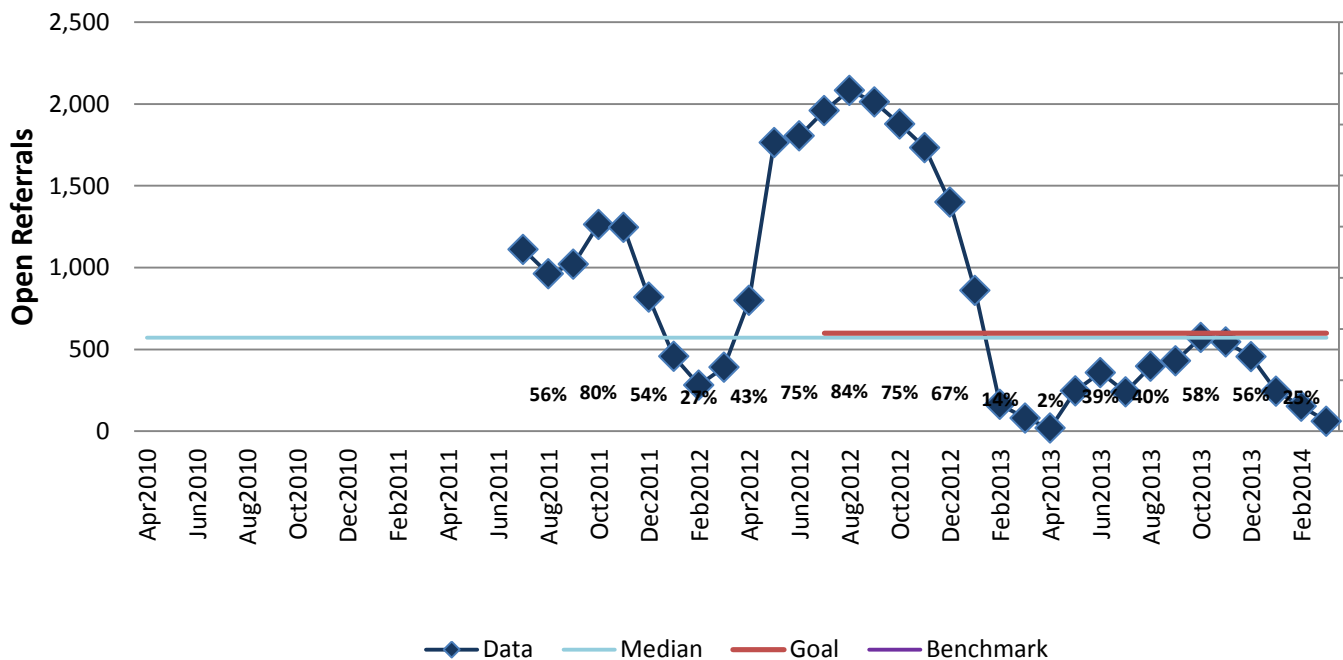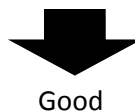# Boarding & Cleaning Monthly Backlog
Codes & Regulations
4/18/2014

Measurement method	Why measure?	What is our goal?
The number of service requests open at the end of each month	Helps quantify the challenge of dealing with neighborhood blight	Maintain a backlog of no greater that 600 open boarding, cleaning & cutting cases in a month

How are we doing?					
Apr2013-Mar2014 12 Month Avg Goal	**Apr2013-Mar2014 12 Month Average**		**Mar2014 Goal**	**Mar2014 Actual**	
600	310	(green light)	600	61	(green light)
Open Referrals	**Open Referrals**		**Open Referrals**	**Open Referrals**	

	Performance Stoplight Key
	Red Light = Off Goal
	Yellow Light = Approaching Goal
	Green Light = Meets Goal
	No Lights = No Goal/No Data

Boarding & Cleaning Monthly Backlog

Good

Percentages along the data series: 56% 80% 54% 27% 43% 75% 84% 75% 67% 14% 2% 39% 40% 58% 56% 25%

Legend: Data — Median — Goal — Benchmark